



Complaints & Code of Conduct Parents Including EYFS and Little School

Greenfield prides itself on the quality of teaching and the pastoral care provided to its pupils. However, if current parents do have a complaint, they can expect it to be treated by the school in accordance with this procedure.

Subject Definition

Complaints are expressions of parental dissatisfaction, written or verbal, regarding an aspect of the way in which a child is being taught or dealt with by staff. Complaints may be in connection with rules and procedures, the conduct of staff, or any aspect of school life which impacts upon parents or their child. Any matter about which a parent of a pupil is unhappy and seeks action by the school is now a complaint.

Stage 1 - Informal Stage

It is hoped that most complaints will be resolved quickly and informally.

If parents have a complaint, they should, in the first instance, approach their child's class teacher, a member of the Senior Leadership Team, the Deputy Head or Headmistress. An approach to a teacher will be reported by that teacher to the Headmistress; if the Headmistress is approached directly, relevant staff will be informed.

Following any subsequent investigation on the part of the school to ascertain relevant information, the member of staff involved, Deputy Head or Headmistress will respond to the parents, either in writing, and/or by initiating a meeting. Failure to reach a satisfactory resolution within 10 working days will involve instigating Stage 2 of this procedure.

Stage 2 - Formal Stage

If the complaint cannot be resolved on an informal basis, parents may seek to invoke Stage 2, by putting their complaint in writing to the Headmistress. The Headmistress will decide, after considering the complaint, the appropriate action to take.

The Headmistress will meet and speak with or write to the parents, normally within the next 10 working days of receiving the complaint. This process may take longer if the complaint is received during the school holidays or at the end of term. It may be necessary for the Headmistress to carry out further investigations. If possible, a resolution will be reached at this stage. The Headmistress will keep written records of all meetings and interviews held in connection with the complaint. Copies of the notes and

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any relevant paper work will be kept in the Complaints folder in the Headmistress' office. All information is kept confidentially by the Headmistress.

Once the Headmistress is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and parents will be informed of this in writing; the Headmistress will also give reasons for the decision. If parents are not satisfied with the decision they should proceed to Stage 3 of this procedure. A date for a panel hearing will be organised within ten working days, during term time, to allow time for Governors and an independent panel member to be gathered. This process may take longer if the complaint is received during the school holidays or at the end of term.

Stage 3 - Panel Hearing

The panel will be convened by the Bursar, Clerk to the Governors, and will comprise of two Governors not directly involved in the matters of the complaint, and a person who is independent of the management and of the running of the school.

If the Panel deems it necessary, it may require further particulars of the complaint or related matter to be supplied in advance of the hearing. Copies of all such particulars shall be supplied to all parties no later than two days prior to the hearing.

The parents may be accompanied to the hearing by one other person. This may be a relative or friend. Legal representation will not normally be appropriate.

If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.

Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within three working days of the hearing. The Panel will write to parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations, will be sent in writing to all parties involved.

A written record of the complaint shall be kept for a period of three years. Included with the complaint will be the date it was first lodged as well as the stage at which the complaint was resolved. It is expected that complaints that reach the panel should be completed within 4 weeks of the complaint first being made.

Parents can be assured that all complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as required of the school (Independent Schools Standards Regulations).; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

EYFS and Little School parents can complain to OFSTED/ISI if the complaint concerns the fulfilment of the EYFS requirements at Greenfield.

OFSTED can be contacted via email at: enquiries@ofsted.gov.uk or by telephone 0300 1234666

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ISI (Independent Schools Inspectorate)
CAP House
9 -12 Long Lane
London EC1A 9HA
Telephone: 020 7600 0100 / Fax: 020 7776 8849

Department for Education

<https://www.education.gov.uk/schools/leadership/schoolperformance/school-complaints-form>

Complaints against the Headmistress

Any complaints against the Headmistress follow the same process and must be sent to the Chair of Governors,

Number of formal complaints September 2019 to September 2020: 0
Reviewed September 2021



Chair

To be reviewed September 2022



Code of Conduct for Parents - Complaints

At Greenfield, we have outstanding relationships with our parents, and we expect everybody to behave courteously to each other and set a good example to the children. Inevitably there are occasions where parents may be unhappy or upset about something that may have occurred in school, and will want to discuss it.

In most cases, complainants are helpful, polite and patient, and they give us time to sort out whatever has happened so that everyone has been listened to and the problem is resolved. However, complainants can make investigating and resolving a complaint difficult, or they may behave in a way that is unacceptable or inappropriate.

We will never tolerate violence or abuse towards any member of the Greenfield staff. This may include behaviour or language (verbal, non-verbal or written) that may cause staff to feel afraid, threatened or abused; and it may include threats, personal verbal abuse, derogatory remarks and rudeness.

In these instances, parents will be asked to desist from the behaviour, and/or leave the premises. In instances where parents refuse to leave when asked and their behaviour is still causing distress, the police may be called.

Parents may also not approach any children in the school to investigate a problem. Parents may also not question staff about sanctions that may have been put in place by the Headmistress, as this will be seen as intimidation or harassment of staff.

Greenfield values the positive relationships that we have with our parents and we will work extremely hard to resolve any concerns or problems that may occur.

For details of our complaints procedure please refer to the Complaints Policy which can be found on the website or at Reception.

Tania Botting

Headmistress

September 2021